

Section
#5



P20419.P05

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : R. BUSHEY et al.

Appln No : 09/917,746

Office of Initial
Patent Examination
Customer Service Center

Filed : July 31, 2001

For : TELEPHONE CALL PROCESSING IN AN INTERACTIVE VOICE RESPONSE
CALL MANAGEMENT SYSTEM

COVER LETTER

Commissioner of Patents and Trademarks
Washington, D.C. 20231

Sir:

In response to the Notice to file Missing Parts of Application Filing Date Granted (copy attached) of September 6, 2001, the period for response being set to expire November 6, 2001, please find enclosed:

- four executed Declarations and Powers of Attorney.

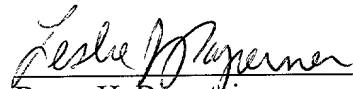
Also enclosed is:

- Letter to the Draftsman(with five sheets); and

- a check in the amount of \$130.00 as payment of the surcharge for late filing of the declaration.

The Commissioner is hereby authorized to charge any additional fee, or credit any overpayment to Deposit Account No. 19-0089.

Respectfully submitted,
R. BUSHEY et al.

 Reg. No. 33,327
Bruce H. Bernstein
Reg. No. 29,027

November 6, 2001
GREENBLUM & BERNSTEIN, P.L.C.
1941 Roland Clarke Place
Reston, VA 20191
(703) 716-1191

RECEIVED

P20419.P06

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Serial No. : 09/917,746

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For : TELEPHONE CALL PROCESSING IN AN INTERACTIVE VOICE RESPONSE
CALL MANAGEMENT SYSTEM

LETTER TO THE DRAFTSMAN



Group Art Unit:2642

Examiner: Unknown

Commissioner of Patents and Trademarks
Washington, D.C. 20231

Sir:

Enclosed are five sheets of formal drawings corresponding to the drawings submitted together with the application as filed.

The Commissioner is hereby authorized to charge any additional fees concerning the application to Deposit Account No. 19-0089.

Respectfully submitted,
R. BUSHEY et al.

Leslie Wapner Reg No.
Bruce H. Bernstein
Reg. No. 29,027 33,329

November 6, 2001
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10907-942460